Attachment F: Technical Point Response Worksheet

Attachment F-2: Response to Technical Points

3.5.0 The specification is addressed in section 3.0 Project Approach, Work Pland and Schedule

3.5.1 Yes, 3.1.0

3.5.2 Yes, 3.1.1

3.5.3 Yes, 3.1.1

3.5.4 Yes, 3.1.1

3.5.5 Yes, 3.2

3.5.6 Yes, 3.1.1, 3.1.3

3.5.7 Yes, 3.1.8

3.5.8 Yes, 3.1.6, 3.1.8

3.5.9 Yes, 3.1.6, 3.1.8

3.5.10 Yes, 3.1.1

3.5.11 Yes, 3.1.2, 3.1.3

3.5.12 Yes, 3.1.3

3.5.13 Yes, 3.1.1

3.5.14 Yes, 3.2.3

3.5.15 Yes, 3.1.3

3.5.16 Yes, 3.1.1, 3.1.3

3.5.17 Yes, 3.1.0, 3.1.3

3.6.1 Yes 3.1.4

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3.6.1.1 Yes 3.1.4, 3.1.6

3.6.1.2 Yes, 3.1.7b

3.6.1.3 Yes, 3.1.8

3.6.1.4 Yes, 3.1.0, 3.1.4

3.6.1.5 Yes, 3.1.0, 3.1.1

3.6.1.6 Yes, 3.1.4

3.6.1.7 Yes, 3.1.4

3.6.1.8 Yes, 3.1.4

3.6.1.9 Yes, 3.1.4, 3.1.11

3.6.1.10 Yes, 3.1.3

3.6.1.11 Yes, 3.1.4

3.6.1.12 See 3.1.4, as described, this will be governed by the line speeds from remote locations.

3.6.1.13 See 3.1.4, see previous 3.6.1.12

3.6.1.14 Yes, 3.1.4

3.6.1.15 Yes, 3.1.4

3.6.1.16 Yes, 3.1.4

3.6.1.17 Yes, 3.1.4, 3.1.5

3.6.1.18 Yes, 3.1.4, 3.1.5

3.6.1.19 Yes, 3.1.4, 3.1.5

3.6.1.20 Yes, 3.1.4

3.6.1.21 Yes, 3.1.4

3.6.1.22 Yes, 3.1.4

3.6.1.23 Yes, 3.1.4, 3.1.5

3.6.1.24 Yes, 3.1.4

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3.6.1.25 Yes, 3.1.4, 3.1.5

3.6.1.26 Yes, 3.1.4, 3.1.5

3.6.1.27 Yes, 3.1.4

3.6.1.28 Yes, 3.1.4

3.6.1.29 Yes, 3.1.4

3.6.1.30 Yes, 3.1.4

3.6.1.31 See 3.1.4, more information is required on what spreadsheet format(s) are needed

3.6.2.1 See 3.1.4, 3.1.5, more information is required on when and where this customized feature should be implemented

3.6.3.1 Yes, 3.1.3

3.6.3.2 Yes, 3.1.3

3.6.3.3 Yes, 3.1.3

3.6.3.4 Yes, 3.1.3

3.6.3.5 Yes, 3.1.3

3.6.3.6 Yes, 3.1.3

3.6.3.7 Yes, 3.1.3

3.6.3.8 Yes, 3.1.3

3.6.3.9 Yes, 3.1.3

3.6.3.10 Yes, 3.1.3

3.6.3.11 Yes, 3.1.3

3.6.3.12 Yes, 3.1.3

3.6.3.13 Yes, 3.1.3

3.6.3.14 Yes, 3.1.3

3.6.3.15 Yes, 3.1.3

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3.6.3.16 Yes, 3.1.3

3.6.3.17 Partially, more information is required. Sort selections allow for flexibility but not format.

3.6.3.18 Yes, 3.1.3, 3.1.4

3.6.3.19 Partially, more information is needed to determine the extend of training needed on-line.

3.6.3.20 Yes, 3.1.3, 3.1.4

3.6.3.21 Yes, 3.1.3

3.6.3.22 Yes, 3.1.3, 3.1.4

3.6.3.23 Yes, 3.1.4

3.6.3.24 Yes, 3.1.4

3.6.3.25 Partially, more information is needed

3.6.3.26 Yes, 3.1.5

3.6.4.1 Partially, more information is needed

3.6.4.2 Yes, 3.1.4

3.6.4.3 Yes, 3.1.4

3.6.4.4 Yes, 3.1.4

3.6.4.5 Yes, 3.1.4

3.6.4.6 Yes, 3.1.4

3.6.4.7 Yes, 3.1.1, 3.1.3

3.6.4.8 Yes, 3.1.4

3.6.4.9 Yes, 3.1.4

3.7.1 Yes, 3.1.6

3.7.2 Yes, 3.1.1

3.7.3 Yes, 3.1.1, 3.1.3

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3.8 Yes, 3.1.3

3.9 Yes, 3.1.6

3.9.1 Yes, 3.1.3

3.9.2 Yes, 3.1.3, 3.1.6, 3.1.8

3.9.3 Yes, 3.1.3, 3.1.5, 3.1.6

3.9.4 Yes, 3.1.6

3.10.1 Yes, 3.1.1

3.10.2 Yes, 3.1.2

3.10.3 Yes, 3.1.3

3.10.4 Yes, 3.1.4

3.10.5 Yes, 3.1.5

3.10.6 Yes, 3.1.6

3.10.7 Yes, 3.1.7

3.10.8 Yes, 3.1.8

3.10.9 Yes, 3.1.9

3.10.10 Yes, 3.1.10

3.10.11 Yes, 3.1.11

3.10.12 NO, Offeror has declined to submit a proposal for this task

3.11.1 Yes, 3.2.3.1

3.11.2 Yes, 3.2.3.2

3.11.3 Yes, 3.2.3.3

3.11.4 Yes, 3.2.3.4

3.11.5 Yes, 3.2.3.5

3.11.6 Yes, 3.2.3.6

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3.11.7 Yes, 3.2.3.7

3.11.8 Yes, 3.2.3.8

3.11.9 Yes, 3.2.3.9

3.11.10 Yes, 3.2.3.10

3.11.11 Yes, 3.2.3.11

3.11.12 NO, Offeror has declined to submit a proposal for this task

3.12 Yes, 3.2.3.0

3.13 Yes, Attachment A

3.13.1 Yes, Attachment B

3.13.2 Yes, Attachment E

3.14.1 Floor Space Requirements

We have provided these requirements in Attachment I, Facilities and Operational Requirements.

3.14.2 Weight Requirements

We have provided these weight requirements in Attachment I, Facilities and Operational Requirements.

3.14.3 Power Requirements

We have provided the electrical source requirements in Attachment I, Facilities and Operational Requirements, "Power Profile."

3.14.4 Operational Environment

Documentation is provided for operational environment. See Attachment I, Facilities and Operational Requirements.

3.14.5 Additional Configuration Features

We are not providing any Year 2000 services. Product Specifications specify the Year 2000 readiness of the proposed Products. We don not make any representations regarding the Year 2000 readiness of these Products.

Under the terms of our Statement of Work, we are not responsible for 1) your products, 2) a third party's products (including products you license from our subcontractors) or 3) IBM's (previously installed Products ("Other Products") to correctly process or properly exchange accurate date data with Products or deliverables we provide. The Lange Group will be relieved of our obligations under our Statement of Work due to the inability of such Other Products to correctly process or properly exchange accurate date data with the Products or deliverables we provide to you. BOC acknowledges that it is BOC's responsibility to assess their current systems and take appropriate action to migrate to Year 2000 ready systems.

Notwithstanding the preceding Year 2000 provision and exclusions, all Materials and Services provided and/or delivered by The Lange Group pursuant to this Statement of Work shall be Year 2000 ready. Year 2000 Ready shall mean that the Materials provided and/or delivered shall be capable, when used in accordance with its applicable documentation, or correctly and accurately processing, providing and receiving date data within and between the twentieth and twenty-first centuries, including the extra day occurring in any leap year, provided that all products (for example, hardware, software and firmware) used with the Product do not improperly or inaccurately provide date data to or receive date data from such Product. The Lange Group Services provided pursuant to this Statement of Work should not cause any product, which was previously Year 2000 Ready to become non-Year 2000 Ready.

3.14.6 Quality of Equipment

We comply with the requirements in this section.

3.14.7 Delivery

We comply with the requirements in this section.

3.14.8 Installation

Please delete the sentence, "Late installation will subject the Contractor to the assessment of Liquidated Damages". We comply with all other requirements in this section.

3.15 Service and Support Personnel Requirement

IBM has full-time staff of on-duty support personnel based on the Island of Oahu. Our 24x7 service telephone number is 1-800-426-7378. Resumes have been included in Attachment A. Other vendors may or may not provide on-site service.

3.16 Hardware Maintenance Requirements

Maintenance services for proposed equipment have been included in Attachment H.

3.16.1 Diagnostic Tools and Test Equipment

IBM complies with the responsibility for providing all special diagnostic tools and test equipment necessary to detect, isolate, and correct machine malfunctions.

Diagnostics
Diagnostics are a detailed set of instructions which guide the service representative through the repair process. IBM diagnostics may be a set of menu-driven instructions which reside within the machine, or they may be a set of diagrams or written instructions. These instructions must be strictly adhered to in order to obtain valid and accurate results.

IBM continuously tries to improve both its equipment reliability and diagnostic instructions. As enhancements are made, corresponding diagnostics are updated for your systems equipment. Diagnostic procedures are used to verify correct machine operation when maintenance parts are replaced or adjusted and when engineering changes are installed or features are added/removed.

Your IBM processors today typically monitor their own performance and provide information to the operator. This information is recorded and used by you and IBM to defer maintenance to a more convenient and scheduled time. On selected IBM processors, diagnostic information can be transmitted to IBM support centers, which assists them in promptly determining appropriate actions to be taken. IBM also uses the knowledge base concept in its support locations. These expert systems are computer-based programs which are developed using the data gathered from the manufacturing lines. The data is applied to specific symptoms in order to provide consistent diagnostic approaches to problems. They are also continually refined via field experiences to provide the most up-to-date maintenance diagnostic information available.

Tools

Maintenance Device: The IBM Maintenance Device (MD) is a portable tool used on certain IBM products and consists of a microprocessor, diskette drive, keyboard, display and standard interfaces.

When attached to an IBM product, the MD assists the IBM Customer Engineer in loading diagnostics and in executing maintenance analysis procedures. The device provides the IBM Customer Engineer with maintenance procedures which can be controlled via the hand-held keyboard. For certain IBM products, these maintenance procedures are stored on diskettes and shipped with the product. In addition, the MD can be used in conjunction with the remote support facility by IBM Customer Engineers for the purpose of running remote diagnostics and transferring product logs and trace data to obtain expert assistance. This process can prevent an outage or reduce the length of an outage.

The Stand Alone Terminal Exerciser (SATE) is a series of programs for the MD that provides a fast means for isolating link, loop, or terminal problems. Typically, a Customer Engineer responding to a network terminal problem would use SATE to determine whether the terminal or network is at fault. The MD with the appropriate SATE program is connected to the terminal and acts as an alternate host. The terminal

responds to signals as if it were still connected to the network. As a result, the SATE saves time for both you and IBM.

SATE on the MD is an example of the sophisticated IBM electronic tools that greatly improve problem diagnosis and reduce service time.

PT-2: The PT-2 is another important teleprocessing tool that has been developed by IBM. With its adapters and sophisticated software, it can capture pertinent error data transmitted over system channels and TP networks.

The PT-2 can capture data in unattended mode, then auto dial and transmit failure data to a remote support site for evaluation. Once the failure data is captured, it can be displayed locally and remotely in a form that helps IBM Customer Engineers and IBM specialists diagnose the problem.

IBM telecommunication specialists can use the PT-2 and other IBM network tools to isolate failures even hundreds of miles away.

TP Line Monitor: The Teleprocessing (TP) Line Monitor is a hardware adapter which can attach to the service interface of the PT-2. The adapter is then connected by means of cables to an external integrated adapter (EIA) interface or by means of probes to an integrated modem or other signal converter interface.

The TP Line Monitor is a data-capture tool which can be used for problem determination assistance within a teleprocessing network. With your authorization, transmitted and received data of a communication network, along with line control changes, can be monitored and recorded on tape under control of the PT-2 application programs. The TP Line Monitor supports start/stop, BSC and SDLC line controls. The recorded tape can be replayed and analyzed by the on-site IBM Customer Engineer or, in some cases, it can be transmitted to the remote IBM site for further analysis. This allows IBM to diagnose your difficult problems expeditiously and perform quality repair in a timely manner.

Other Tools and Test Equipment: Specialized tools and test equipment will be available for use by IBM Customer Engineers and specialists as required. In addition to the conventional tools and test equipment such as oscilloscopes, meters, tape and disk testers, IBM Customer Engineers and specialists use a number of sophisticated devices which assist in the effective maintenance of IBM equipment and which are readily available when needed. Some of these devices include:

- Humidity Recorders
- Line Voltage Recorders
- Noise Analyzers
- Communication Line Error Detectors
- Logic Monitoring and Recording Devices

- Interface Monitors/Testers
- RF/Microwave Monitors
- Port Tester

IBM has a continuing service research program to develop tools, test equipment, and ways to assist the CE in effectively performing maintenance responsibilities. The organization has produced numerous innovative tools and service methods which have greatly improved IBM's ability to provide you with responsive and quality service.

IBM has an ongoing program of service research, to develop tools and test equipment to assist the SSR in performing maintenance responsibilities effectively.

3.16.2 Periods of Maintenance Service

IBM service is committed to providing the high level technical resources and management support necessary to solve even the most complicated service request. Branch product trained specialists, area designated specialists, and remotely located hardware, and software and network support specialists are available to your customer engineer 24 hours a day, seven days a week. Customer satisfaction is assured with IBM service management systems, including call response monitoring, performance tracking and a finely-tuned alert system that makes all of IBM's resources available to you, even product engineers at the plant of origin.

You demand from your maintenance vendor fast response, quality repair, and a professional support team. IBM's maintenance services features were designed to meet these needs and include:

- Twenty-four hour, 365-days-a-year coverage as well as a lower cost nine-hour, five-days-a-week coverage, and depot repair service for mobile products.
- Assigned IBM Customer Engineer and Account Managers: trained, experienced and familiar with your installation and service needs.
- Computer Assisted Dispatch
- Multiple dispatch centers which back each other up
- Around-the-clock support
- Direct digital radio link to customer engineers
- Customer Problem Determination Assistance Groups
- Around-the-clock support

- Problem diagnosis assistance begins while the Customer Engineer is enroute
- Remote specialist available
- Access to IBM Parts Inventory System 24 hours a day
- Complete product line coverage
- Access to extensive on-line service data base
- Efficient and quick problem diagnosis
- Around-the-clock support
- Experience of IBM Customer Engineers from around the world
- Engineering changes managed by IBM
- Technical support structure when additional product knowledge is required
- Local Specialists
- System Management Specialists
- System Support Centers
- Plant Development Engineers
- Competitive costs/flexible options
- Service planned and managed by IBM
-

IBM maintenance services is the best decision for the long-range performance of your information systems.

Fast Response:
An important criterion for selecting a service organization is how quickly the vendor responds to service requests. Fast response is accomplished by blending all elements of the total service delivery process. In particular, the accuracy and timeliness of the IBM communications system that is used to notify the service force, the close proximity to you of that service force, and how quickly they can get parts to your location affect response time. IBM's service organization excels in these areas of service delivery.

Our goal is to respond to the initial trouble call within two hours and to be on site in ???? hours. 75% of the time the IBM Customer Engineer will respond to the initial trouble call within 20 minutes, and is on site within two hours when required. We cannot guarantee this response without a significant increase in cost to the State of Hawaii.

3.16.3 Preventive Maintenance

Convenient Scheduling
IBM's service approach is designed to maximize your system availability. Your IBM Customer Engineer's goal is to provide you with the best service in the industry. This goals is supported by predictive and preventive maintenance routines developed specifically for individual equipment and systems. You IBM Customer Engineer will work with you to schedule service activities at times which minimize impact to your operations.

Preventive Maintenance
This maintenance approach is designed to keep equipment in good working order based upon the specific needs of individual machines, as determined by IBM. Preventive maintenance (PM) can include lubrication, adjustments, and replacement of maintenance parts as deemed necessary.

In addition to any lubrication and adjustments required, your Customer Engineer may also run diagnostic programs. These diagnostics are tailored for your IBM equipment and help your Customer Engineer to predict maintenance requirements and schedule the corrective action at a time which minimizes impact to your operation, yet resolves the problem before a failure occurs. For our customers, IBM will carefully plan and manage PM based not only on equipment configuration but also on your usage of the equipment as well.

3.16.4 Remedial Maintenance

Quality repair means fixing it right the first time. A quality repair starts with the training of your IBM Customer Engineer. IBM has trained individuals who service a broad spectrum of your installed IBM products. To meet IBM's high quality standards, Customer Engineers are initially trained and continually updated with the latest in technology, diagnostics, and information to provide you with the best service. This extensive training keeps your Customer Engineers up to date on new products and developments. Customer Engineers also have a variety of tools and procedures to help them provide quality maintenance and are prepared to handle even the toughest problem quickly and effectively.

In order to comply with the State's requirement for and exchange of a machine which cannot be repaired within forty-eight (48) hours from time of on-site arrival or from the time ordered parts are received, we are including a spare node in our proposal.

3.16.5 Predictive Maintenance

Predictive Maintenance is a term applied to a number of procedures and programs which are utilized by IBM Customer Engineers. These procedures and programs track, predict, and correct potential malfunctions on machines under IBM maintenance services to avoid adversely impacting your operation. When transient error recordings

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exceed established thresholds, maintenance can be scheduled and performed to enhance your system and equipment availability. Predictive maintenance can include:

- Analysis of "trend report" generated by IBM programs from Error Recording Editing Program (EREP) data.
- System and component status monitoring, logging and analysis procedures.
- Use of system diagnostics or IBM tools to exercise equipment.
- Analysis of I/O error statistical reports.

IBM Predictive Maintenance often calls for an entire sequence of maintenance parts to be replaced to prevent an outage. Installing the appropriate level and complement of these parts is important in maintaining a high level of reliability.

3.16.6 Replacement Parts

IBM complies with all requirements in this section.

3.16.7 Safety Devices

IBM will install safety modifications including any safety devices provided by formal IBM Engineering Changes (ref 2.15.10) as deemed necessary by IBM or the State.

3.16.8 Parts Availability

We comply for the major components of the BCIS, ie. servers, PC workstations, printers etc. Readily available maintenance parts are a key element in service delivery. IBM's computerized parts logistic system helps reduce downtime by relaying information regarding nearest available parts to Customer Engineers via the MoST. The IBM parts distribution network provides 24-hour parts availability to the IBM Customer Engineer. We strive to provide the right maintenance part at the right place at the right time.

IBM can provide an inventory parts listing upon the State's request. This list does include descriptions and quantities that will normally be stocked on the Island of Oahu. However, because of the complexity of the IBM Parts Inventory Management System (PIMS) the listing will vary based on national and local usage trends as well as engineering changes that normally occurs. Therefore, any point-in-time, listings will likely change due to IBM's dynamic real-time parts management system.

IBM's maintenance parts inventory levels are maintained primarily to support products that are under an IBM maintenance services contract. This inventory is based not only by machine type but also by model. Under an IBM maintenance services contract, parts replacement is performed regardless of the cost of the part or the quantity. These decisions are based on machine diagnostics, Customer Engineer, and/or support center recommendations. All IBM parts are new or equivalent to new, and manufactured by

IBM or to IBM's specifications. Utilizing their MoST, the Customer Engineer can check locations for parts, order parts and request specific shipping instructions, all within a matter of minutes.

Customer Engineers may have the needed parts in their individual parts supplies. If a Customer Engineer does not have the necessary part, access to it is available through additional levels of distribution:

Outside Locations - Customer Engineer, card caddies, mobile, remote, branch and customer account locations are included in the Customer Engineer's part network in which maintenance parts may be stocked. We also stock parts on Kauai, Maui and the Big Island.
Emergency Parts Support Centers (EPSC) - Approximately 90 EPSCs are located throughout the U.S.; they supply Customer Engineers with parts needed to repair machines in a local geographic area. Hawaii is an EPSC. The mix and quantity of parts is determined by the type and number of machines installed in that area. The branch office parts room stocks the recommended supply of the parts necessary to support each product line.
Regional Distribution Centers - There are five Regional Distribution Centers strategically located throughout the U.S. (Paramus, New Jersey; Chicago, Illinois; Dallas, Texas; Atlanta, Georgia; Hayward, California) to provide parts not stocked at outside locations or emergency parts support centers.

Central Distribution Locations - The Central Distribution Location located in Mechanicsburg, Pennsylvania, provides emergency delivery of parts not stocked at the regional distribution centers.

Manufacturing Plants - To insure complete parts coverage, parts can be obtained from the plant of manufacture if they are not available elsewhere.

IBM has the ability to meet ICSD's part stocking level requirements and will work with State's personnel to ensure parts objectives are met.

In the event that a part is not available from the local parts inventory, IBM will comply with the twenty-four (24) parts requirement for all shipment and delivery of items within IBM's control. This includes obtaining parts off the IBM's manufacturing assembly line, if necessary.

IBM invites ICSD to review our parts inventory and management systems at anytime upon request.

In the event that an item of equipment is inoperative for more than twenty-four (24) hours due to equipment failure, IBM can provide one or more of the following actions at no additional cost to the State:

- Provide backup equipment
- Provide on-site personnel for thorough analysis of the problem
- Provide replacement for the failing equipment

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When specified by ICSD personnel, IBM will comply with having required parts on-site within twenty-four (24) hours. IBM will use the most cost-effective manner including priority air shipment if required at IBM's expense.

3.16.9 Engineering Changes

The performance of IBM products is continually being evaluated in order to improve their *reliability and availability. An IBM service call results in a incident report which is* analyzed at the manufacturing plant and by IBM service planning. Data from this analysis is used in the development of engineering changes to improve the product's reliability and serviceability.

As a maintenance services customer, IBM ships all appropriate engineering changes automatically. The IBM Customer Engineers will coordinate the engineering change installation with your schedule to limit disruption of your operations.

3.16.10 Equipment Modifications

IBM complies with all requirements in this section.

3.16.11 Hierarchy of Support

When an IBM system, system component, or IBM supported software serviced by IBM personnel is inoperative or fails intermittently, it may be placed on alert. An alert may be escalated from the branch office to the IBM area office to invoke additional resources. Area offices escalate to headquarters to insure every appropriate IBM resource is involved in a timely basis.

The alert procedure informs IBM marketing and service management of situations that adversely affect your product and system availability and/or your satisfaction. This procedure helps IBM management take appropriate actions on a timely basis.

As higher levels of management are notified, that level reviews the proposed actions to insure that appropriate resources are utilized to resolve the problem. During off-shift hours, IBM's situation managers monitor and respond to alert situations as appropriate.

IBM recognizes that complex maintenance problems may occur which require service resources beyond that available at the local level. We will make available to The BOC and ICSD hierarchies of support to quickly elevate difficult problems and resolve these complex equipment malfunctions. Resumes have been included with our proposal.

IBM will comply with the requirements of response times and support levels as stipulated in this RFP as follows:

Level One Support – Oahu (Roy Tamaru & John Hewitt)

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Each account has an assigned System Services Representative (SSR) who is the Local Branch Office person responsible for preventive and remedial maintenance and equipment installation activities. SSRs are carefully selected, well trained and highly skilled. The SSR's goal is to help the IBM customers obtain a high degree of reliability and availability from their IBM products. SSR's are assigned responsibilities for specific customer accounts, which increases their familiarity with the account installations, personnel and applications. This enhances the System Services Representatives ability to resolve equipment problems quickly and efficiently, by eliminating the need to gather fundamental information at the time of each service call.

Assigned backup System Services Representatives are designated to respond to the assigned SSR's customers in the event the assigned SSR is unavailable. This provides a normal response when and if an alternative is needed. The backup SSR has similar skills and training as the assigned SSR; therefore, there is minimal degradation on response or service.

When a service call is placed to IBM, the SSR is expected to contact the customer by phone within one hour. If an on-site visit is necessary, he/she is expected to arrive within two hours. IBM's escalation procedures allow for quicker response based on the State's urgency and requirement. The IBM service number is 1-800-426-7378.

Level Two Support – Oahu (Ray Bailey)

If the assigned System Services Representative (SSR) is experiencing difficulty in resolving the problem, Ray Bailey, our Local Branch Office RISC Systems/6000-SP specialist who specializes in providing diagnostic assistance and/or repair expertise will be dispatched according to your response time requirements.

Level Three Support – Remote Plant Locations

In the event the local SSR resources are still experiencing problems in resolving the issue, they will call plant engineers located in San Jose, California. Austin, Texas, Rochester, Minnesota, and Poughkeepsie, New York. Located in the IBM laboratory and plant locations, they make significant contributions to the maintainability and serviceability of IBM products.

3.16.12 Maintenance Reports

IBM maintains an extensive on-line database that records all items (a. to i.) in this section of the RFP. IBM will furnish the information specified in this section to the Central Computing Site by filling out the Information & Communications Services Division 'OPERATIONS TROUBLE LOG' form (ref Operations Trouble Log sheet) which is provided by ICSD operations.

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3.17 Software Maintenance Requirements

3.17.1 Error Correction

When ICSD Support personnel determines that a potential IBM software error has occurred, a call will be placed to the IBM AIX Supportline in Dallas a 1-800-2255-249 (1-800-CALL-AIX). Supportline will assist the State with software errors that can be reproduced or in determining what additional data is necessary to resolve problem for those that can not be reproduced.

In the event that additional assistance is required for problem resolution, an escalation procedure exists. A Supportline technical specialist will escalate to the next level of support, if they have exhausted all resources or if progress is not being made on the situation. Higher levels of support include technical team leaders, programmers and engineers. If local IBM support is required, a local Assistance Request (LAR) will be generated. IBM will respond within 4 hours and work with the State and AIX SupportLine until the problem is resolved. If progress is still not being made, the local IBM office has the ability to open a complaint on behalf of the State to engage the appropriate resources within IBM to resolve the situation.

If the State feels that their call is not being escalated in a timely manner, the State should ask to speak with a Duty Manager. A Duty Manager is available 24 hours a day, 7 days a week. Their role is to act as the States advocate and assure appropriate focus/responsiveness is placed on the call.

IBM RISC System/6000 System Alert is available to inform the State about potential software problems. IBM specialists review fixes that apply to your software releases and will inform you on a regular basis, of any software fixes (PTF's) that may be critical to your system. This includes HIPER fixes and PE PTF's. ALERT is priced at $30/month.

3.17.2 Updates

IBM's policy for updating monthly license charge (MLC) software is not to charge for release and modification updates. IBM's current policy for one time charge (OTC) software, such as AIX and other licensed program products is to provide modifications at no charge and to charge a minimal fee for subsequent release upgrades. Modifications will be ordered by calling AIX SupportLine.

3.17.3 Hotline Service

IBM will provide the State with phone consultation for "how to" operational questions and defect support on a 24x7 basis with IBM AIX SupportLine or (2) pre-approved designated callers. With AIX SupportLine, the State has direct access to a team of technical specialists. These specialists are available 24 hours a day, 7 days a week to

answer your questions about the operation of your IBM system and current releases of eligible programs. IBM's trained specialists have years of experience with the AIX product line. They are up to date on technical functions, problem resolution, have access to programmers and engineers who developed the system and use the latest in tools and databases to respond quickly and accurately to your questions and software defect problems. To invoke AIX SupportLine, the State will place a call to 1-800-CALL-AIX. Response time for less severe problems is 4 hours during prime shift hours, based upon customer's time zone.

AIX SupportLine 24x7 with support for ADSM, HACMP, C/C++ & DB2 UDB.

3.17.4 Withdrawn Software

IBM will provide up to 12 months notice before withdrawing support for software. In the event that support is withdrawn, IBM shall provide software support on a best effort basis for the remainder of the SupportLine contract term. Once the SupportLine contract has expired, IBM can provide best effort support for a separate fee, to be determined at that time.

3.17.5 Response Times

For calls placed to the Hotline, acknowledgement is immediate. There is always a person available to take information pertaining to a problem, assign a problem number and based on the urgency, assign a technical specialist to assist with your call in a timely manner. It is not necessary to leave a voice mail message with this Hotline service. Usually, a caller will be transferred live to a technical specialist or receive a callback from a technical specialist
within one hour. IBM's SupportLine response objectives are two hours for prime shift and four hours for offshift. IBM's normal escalation procedure allow for quicker response depending on urgency. Severity 1 calls are given priority.

IBM also has a mission critical support offering which is structured for one-hour response objective during prime shift and two hours for offshift.

The IBM Business Critical offering can be enhanced to provide 1 hour guaranteed response time 24 hours per day, 7 days a week. This option can be offered as a supplement to normal AIX SupportLine. It would require IBM to allocate additional resources for all shifts. This option would cost an additional $6,000 per month.

3.18 Software Terms and Conditions

Please refer to our IBM Customer Agreement (ICA) in Appendix G.

3.18.1 Grant of License

Please refer to our IBM Customer Agreement (ICA) in Appendix G.

3.18.2 Use and Protection of Software

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Please refer to our IBM Customer Agreement (ICA) in Appendix G.

3.18.3 Other Software Requirements

Please refer to our IBM Customer Agreement (ICA) in Appendix G.

3.18.4 Warranty

IBM will provide assistance to the State at no additional charge with AIX SupportLine AND Designated caller ID. This will include assistance with usage support and IBM software defect support.

3.19 Time Of Performance

These requirements have been included in our Statement of Work (SOW).

3.20 Acceptance Procedure

These requirements have been included in our Statement of Work (SOW).

3.20.1 thru 3.20.13

These requirements have been included in our Statement of Work (SOW).

3.21 Training

These requirements have been included in our Statement of Work (SOW).

3.22 Deliverable Products and Services

These requirements have been included in our Statement of Work (SOW).

3.22.1 Description of Deliverables

These requirements have been included in our Statement of Work (SOW).

3.23 Post Implementation Support

IBM will provide the State with both hardware and software maintenance support on a 24x7 basis. A hardware maintenance and AIX SupportLine agreement will cover this.

Optional local system administrative software support is available on an hourly basis during the hours of 8AM to 4PM.

We propose a block of 100 hours for the first year to help with AIX System administration tasks, ADSM, and HACMP administration tasks.

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3.24 Maintenance of Offices

The Lange Groups local office is located at 1100 Ward Avenue. IBM's local Honolulu office is located at 1240 Ala Moana Boulevard.

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